Council on Technology Services
Seat Management Workgroup
May 14, 1999 Meeting Minutes

([List of Attendees](#) included at the end of the document)

Minutes

Tom Bradshaw, acting as chair in Pete's absence, called the meeting of the Seat Management Workgroup to order at 1:08 p.m., introducing Crissie Nicklow, who will serve as staff to the workgroup and author the report to be presented to Secretary Upson in September.

The Workgroup reviewed the minutes from the March 12 meeting, and they were approved as presented. Tom then updated the Workgroup on the progress of VDOT's seat management pilot, SITEA; it is going well.

Next on the agenda was a presentation from Steve Cole of MCI Systemhouse, which was recently acquired by Electronic Data Services (EDS). Following are some highlights from his presentation:

- EDS defines Seat Management as all the resources and services associated with providing desktop services to the user.
- EDS has been in operation since 1962 and currently serves over 9,000 clients in 47 countries with more than 110,000 employees.
- The shelf life for technology is 12-16 months as opposed to the 3-4 years of the 1970s.
- EDS views total cost of ownership (TCO) as an essential step because of hidden expenses that aren't budgeted for seat management. TCO gives you a benchmark to see what you're spending today, how that compares with similar organizations, and what you should expect from seat management.
- EDS uses economies of scale in serving millions of users worldwide to get the best pricing.
- EDS does not use a "cookie cutter" approach to seat management. They are flexible in providing services that complement what their clients choose to keep in house.
- EDS compares seat management services to a telephone utility — it's reliable, available, consistent, and user-oriented.
- EDS is the largest seat management provider to the Canadian government. They also serve Connecticut and California state governments. They are on the GSA Seat Management list.

After the presentation, the floor was opened for questions. Dan Gayk asked if there was a fixed TCO or if they vary among agencies. Steve said there isn't a fixed TCO — each case is different.

Keith Segerson asked where the server would be kept if EDS was responsible for networks. Steve said it

could be kept at the client site or at an EDS facility; he recommended using an EDS facility to leverage the economies of scale for better price points. Keith asked how EDS could address the needs of individual users if the environment is standard. Steve said that they try to address needs as best as possible, but not having standards in place is "anarchy." Steve also assured Keith that EDS tries to keep the same staff supporting the same clients, so they see a familiar face.

Rick Wilhelm asked about due diligence. Steve said EDS works with the user to define requirements. He added that GSA asked all providers to give "not to exceed" numbers. This poses a problem because offerors give unrealistically high prices as a safety net.

Rick asked about what makes a good representative sample in a pilot. Steve said it should be several hundred — possibly 1,000 — seats. Rick also wanted to know what happens when the client changes platforms in the middle of an agreement. Steve said that should be anticipated and an addendum be generated.

The team thanked Steve Cole and his local representatives, Henry Brummitt and Pat Schelling, for their time.

The next topic was the outline for the report to be presented to the Secretary. Crissie Nicklow introduced a sign-up sheet for those who wish to review sections of the draft report. She then gave everyone a chance to review the outline and make comments. Additions were made and Crissie agreed to have a draft of several sections of the report made in June.

Linda Smithson announced her concerns with the time frame of the report. She said Department of Corrections needs to act before fall. Rick Wilhelm brought up the concept of coattailing on other contracts. Fairfax County routinely allows for wording in their RFPs for coattailing. Betty Greene suggested that doing so consolidates your buying power to get better price points.

Next the group discussed changing the June meeting to the 10th to invite the GartnerGroup to make a presentation on seat management. It was agreed that June 10 would be the next meeting. The timeline was discussed; Crissie will complete her research and draft sections of the report throughout June and July and the group will make recommendations in July. The final draft will be refined in August and submitted to Secretary Upson in September.

Tom also proposed bringing Dell in for a presentation, and the group agreed that Dell should be invited to present at the July 9 meeting. Rick Wilhelm suggested we may wish to ask Compaq or IBM to present on July 9 as well. Meeting locations were then discussed; the June meeting will be at VDOT and the July meeting will be at UVA.

Keith Segerson brought up use of the Equipment Trust Fund (ETF). The group informed him of the decision made in an earlier meeting that ETF would not be a viable means of obtaining seat management — perhaps there should be an ETF II.

Naseem also expressed his concern with the timeline of the report and missing the General Assembly session.

Tom updated the group on SITEA's progress, saying that the Sun-to-NT workstation rollouts in the Location & Design Division on weekends went very well. He added that the load set has been the biggest issue — what to put on the "gold" or master CD. The certification lab is trying to catalog all VDOT software to determine if there is a need to buy software requested by the user or if VDOT already owns a license for it. VDOT wants to use SMS to update software over the network. Tom proposed to introduce Ellett Pollard in the next meeting to talk further about software distribution. He concluded by saying that Halifax has been responsive thus far and that VDOT is interested in opening the contract to other agencies in the future.

Courtney Carpenter updated the group on William & Mary's RFP. He noted that Dell has been very aggressive with their pricing.

George Williams announced that UVA is in the final negotiation stage with three vendors (two Wintel, one Apple). They expect a contract to be signed in mid-June and in place July 1. The RFP included standard language to extend the pricing to other agencies, and UVA also asked for pricing to sell through the bookstore to students. UVA would like to use existing staff for a more value-added approach.

As there was no other business to discuss, the meeting adjourned at 3:17 p.m.

List of Participants

Tom Bradshaw, Staff	VDOT	(804) 786-5363
Henry Brummitt	MCI/EDS	(804) 527-6780
Courtney Carpenter	William & Mary	(757) 221-1785
Steve Cole	MCI/EDS	(972) 855-1273
Dan Gayk, Staff	VDOT	(804) 786-7265
Betty Greene	GTSI	(703) 502-2626
Jill Hartzell	Dept. of Corrections	(804) 674-3176
Crissie Nicklow, Staff	VDOT	(804) 786-7219
Naseem Reza	Virginia State Police	(804) 674-2202
Pat Schelling	MCI/EDS	(804) 527-6702
Keith Segerson	George Mason Univ.	(703) 993-3400

Linda Smithson	Dept. of Corrections	(804) 674-3464
Pete Stamps	DGS/DPS	(804) 786-8616
Rick Wilhelm, COTS	Fairfax County	(703) 324-2689
George Williams	UVA	(804) 924-0627